

About our Programs...

The **Low-Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance)** provides eligible households with help in paying winter heating bills. The program pays benefits of fixed amounts based on household income and size. An additional benefit is available to eligible households having a high energy burden. Local administering agencies determine household eligibility based on annualized income and the number of members in the household. The agency then will make payments towards the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer or gas or electric utility). Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing. Households with incomes up to 200% of the Federal Poverty level are eligible for the Fuel Assistance Program. Homeowners and renters are both eligible.

The **Weatherization Assistance Program (WAP)** is designed to assist low-income households reduce their heating bills by providing home energy efficiency services. The program is operational year round. After a household is determined eligible, the local agency schedules an energy inspection of the home. A Mass. Weatherization Certified Energy Auditor completes an inspection of the energy and health and safety concerns of the home and completes a Work Order/Job Write-Up. Local certified and insured weatherization contractors are hired to complete the work at no cost to the occupants. Typical work completed includes air sealing, attic and/or sidewall insulation, weatherstripping, and minor repairs associated with the weatherization work. Heating system work, if needed is typically referred to a separate program administered by DHCD/CSU. All work receives a thorough Quality Control inspection by the agency's Energy Auditor. To the greatest extent possible, work is coordinated with any utility-funded Demand Side Management (DSM) programs that may be available in the area.

Households with incomes up to 200% of the Federal Poverty level are eligible for the Weatherization Assistance Program. Program eligibility is based on household eligibility for the LIHEAP Program. In addition, those households with a member receiving TAFDC or SSI are categorically eligible. Due to limited funding, priority points are awarded to households with members who are elderly, handicapped, children under 7, or Native Americans. Households with exceptionally high energy bills also may receive priority of service.



Tenants (with landlord approval) as well as homeowners are eligible for weatherization. Weatherization services vary dependent on the specific needs of the home and DOE approved conservation measures. Typical jobs range from \$200 to a maximum of \$4,600 with the average grant approximately \$1,600. No client contribution is required.

The **Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)** is designed to provide heating system repair and replacement services to low-income households. The program is operational year round. During the winter months, the program serves primarily as an emergency intervention service to provide assistance to low-income clients having problems with the operation of their primary heating system. Eligible households call the local administering agencies and notify HEARTWAP staff when they are having a problem. Heating companies, under contract with the local agency, provide services necessary to keep the heating system operating efficiently and safely. Provisions are in place for LIHEAP clients to contact their dealer directly if the emergency occurs during the evening or on weekends.

Households with incomes up to 200% of the Federal Poverty level are eligible for the HEARTWAP. Program eligibility is based on household eligibility for the current year's LIHEAP Program. Tenants are eligible for some services, but are required to first contact their landlord who is legally responsible for the maintenance of the heating system.

HEARTWAP services vary dependent on the specific needs of the home. Emergency repairs average between \$50-\$150. Heating system replacements for unsafe, inoperable, and irreparable systems can be as high as \$2,750.

For further information on any of the above programs, please call the CSU Staff at (617) 727-7004 or 1 (800) 632-8175. This information is also available online at: <http://www.mass.gov/dhcd>.



WINTER ENERGY-SAVING TIPS

- ❄️ Caulk and weatherstrip doors and windows that leak air.
- ❄️ When the fireplace is not in use, keep the flue damper tightly closed.
- ❄️ Set your thermostat as low as is comfortable and consider an automatic setback thermostat to save additional money.
- ❄️ Clean or replace filters on furnaces every other month.
- ❄️ Make sure that warm air registers, baseboard heaters and radiators are not blocked by furniture, carpeting, or drapes.
- ❄️ Close your curtains and shades at night; open them during the day.
- ❄️ Have your oil-fired heating system serviced annually and your gas-fired heating system serviced every three years.
- ❄️ Contact the energy assistance agency in your community to find out about the programs they offer that can keep you warm this winter.

2003-2004 FUEL ASSISTANCE  
INCOME ELIGIBILITY CHART  
BASED ON GROSS ANNUAL INCOME

Number of Household Members	100% of Poverty	125% of Poverty	150% of Poverty	200% of Poverty
1	\$8,980	\$11,225	\$13,470	\$17,960
2	\$12,120	\$15,150	\$18,180	\$24,240
3	\$15,260	\$19,075	\$22,890	\$30,520
4	\$18,400	\$23,000	\$27,600	\$36,800
5	\$21,540	\$26,925	\$32,310	\$43,080
6	\$24,680	\$30,850	\$37,020	\$49,360
7	\$27,820	\$34,775	\$41,730	\$55,640
8	\$30,960	\$38,700	\$46,440	\$61,920
9	\$34,100	\$42,625	\$51,150	\$67,889
10	\$37,240	\$46,550	\$55,860	\$69,333
11	\$40,380	\$50,475	\$60,570	\$70,778
12	\$43,520	\$54,400	\$65,280	\$72,222
13	\$46,660	\$58,325	\$69,990	\$73,666

\* Limited by Statute to 60% of State Median Income.  
To determine whether you qualify for assistance simply take the gross (before taxes) annual income for all adult household members and compare to the chart above. Some reductions in benefits apply for certain types of subsidized housing and other housing types.

Call the statewide toll-free HEATLINE at 1-800-632-8175

This information is available online at: [www.mass.gov/dhcd](http://www.mass.gov/dhcd)

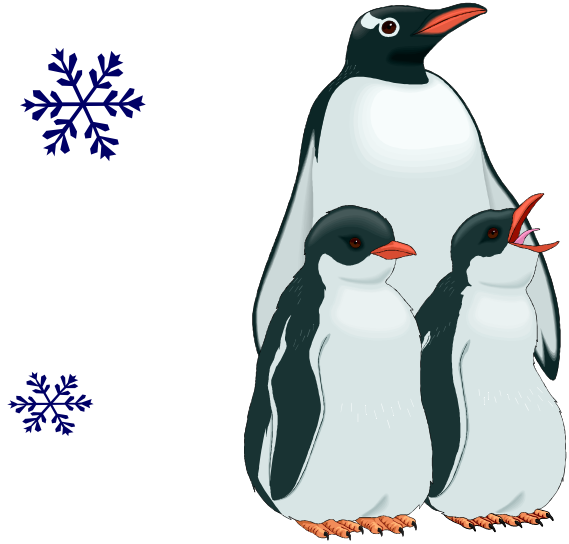
Additional assistance:  
For utility company problems: D.T.E. 1-800-392-6066  
For limited income households, not eligible for fuel assistance, contact The Good Neighbor Energy Fund operated by your local Salvation Army at 1-800-334-3047



Massachusetts Department  
of Housing & Community Development  
One Congress Street, Boston, MA 02114  
[www.mass.gov/dhcd](http://www.mass.gov/dhcd)

# Cold Relief

energy assistance programs  
Division of Community Services  
2003-2004



Mitt Romney, Governor  
Kerry Healey, Lieutenant Governor  
Jane Wallis Gumble, Director



From the Director

November, 2003

On behalf of Governor Mitt Romney, the Department of Housing and Community Development (DHCD) is pleased to announce the 26th anniversary of the Low Income Home Energy Assistance Program (LIHEAP). On average, LIHEAP funds have helped over 130,000 households annually across the state.

Funded through the U.S. Department of Health and Human Services (DHHS), LIHEAP assists low-income individuals and families with the cost of heating their homes during the winter season. The Program is managed by the DHCD in conjunction with 22 regional nonprofit and local government organizations.

This year, LIHEAP will provide fuel assistance to low-income people with annual incomes up to 200% of the federal poverty level, or \$36,800 for a family of four. Current benefits vary depending on income levels. Last year, DHCD served over 136,000 Massachusetts households through this program and expects more to be served this winter.

The Weatherization Assistance Program, funded by the U.S. Department of Energy (DOE) and the Heating System Repair and Replacement Program (funded through DHHS LIHEAP funds) are other programs designed to assist low-income households in the Commonwealth. These energy conservation programs help stretch available LIHEAP funds.

All of these services are provided through “one-stop applications” at your local energy assistance agency.

This brochure is intended to be a resource for program providers, energy vendors, cities and towns, and community organizations. We hope that you find it an informative tool to access the fuel assistance and energy conservation providers. It is also available online at: [www.mass.gov/dhcd](http://www.mass.gov/dhcd).

Should you have any questions, please do not hesitate to contact DHCD’s Division of Community Services or your local energy assistance agency indexed by community in this brochure.

Jane Wallis Gumble, Director  
Department of Housing and Community Development

Community Listing

To find the local energy assistance agency closest to you, match the number beside the city/town listing to the agency number listed below.

<b>1</b> Action for Boston Community Development, Inc. (ABCD) 178 Tremont Street Boston, MA 02111  (617) 357-6012	<b>7</b> Citizens for Citizens (CFC) 264 Griffin Street Fall River, MA 02724  (508) 679-0041 - Fall River (508) 823-6346 - Taunton (508) 676-7397 - Information
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<b>2</b> Action, Inc. 47 Washington Street Gloucester, MA 01930  (978) 281-3900 1-800-696-9276	<b>8</b> Community Teamwork, Inc. (CTI) 517 Moody Street Lowell, MA 01854  (978) 459-6161 - Lowell (781) 643-2358 - Arlington 1-877-451-1082 - Toll Free
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<b>3</b> Berkshire Community Action Council, Inc. (BCAC) 1531 East Street Pittsfield, MA 01201  (413) 445-4503 - Pittsfield (413) 663-3014 - North Adams (413) 528-1947 - Great Barrington 1-866-216-6100 - Toll Free	<b>9</b> Franklin Community Action Corporation (FCAC) 393 Main Street Greenfield, MA 01301  (413) 774-2310 1-800-370-0940 - Hampshire County
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<b>4</b> Community Action, Inc. (CAI) 25 Locust Street Haverhill, MA 01832  (978) 373-1971 - Haverhill 1-800-332-9004 - Toll Free	<b>10</b> Greater Lawrence Community Action Council, Inc. (GLCAC) 305 Essex Street Lawrence, MA 01840  (978) 681-4950 - Lawrence (781) 942-9061 -Reading (978) 664-6011 -North Reading
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<b>5</b> City of Cambridge, Department of Human Services 51 Inman Street Cambridge, MA 02139  (617) 349-6252	<b>11</b> Housing Assistance Corporation (HAC) 460 West Main Street Hyannis, MA 02601  (508) 771-5400, ext. 387
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<b>6</b> Community Action Program Intercity, Inc. (CAPIC) 100 Everett Street, Unit 14 Chelsea, MA 02150  (617) 884-6130	<b>13</b> Lynn Economic Opportunity, Inc. (LEO) 156 Broad Street Lynn, MA 01901  (781) 581-7220, ext. 283
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<b>14</b> Menotomy Weatherization Programs, Inc. (QCAP) 1509 Hancock Street, 3 <sup>rd</sup> Floor Quincy, MA 02169  (781) 316-3436	<b>19</b> Quincy Community Action Programs, Inc. (QCAP) 1509 Hancock Street, 3 <sup>rd</sup> Floor Quincy, MA 02169  (617) 479-8181, ext. 101
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<b>15</b> Montachusett Opportunity Council, Inc. (MOC) Energy and Environmental Services 52 Hartwell Street Fitchburg, MA 01420  (978) 342-7025	<b>20</b> Springfield Partners for Community Action, Inc. (SPCA) 619 State Street Springfield, MA 01109  (413) 263-6538
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<b>16 a</b> New England Farm Workers Council (NEFWC) (City of Springfield only) 1628-1640 Main Street Springfield, MA 01103  (413) 272-2209	<b>21</b> Self Help, Inc. (SHI) 1362 Main Street Brockton, MA 02301  (508) 226-4192 - Attleboro (508) 588-5440 - Brockton 1-800-225-0875 - Toll Free
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<b>16 b</b> New England Farm Workers Council (NEFWC) (North Central Massachusetts only) 435 Main Street, Suite 3040 Fitchburg, MA 01420  (978) 342-4520	<b>23</b> South Middlesex Opportunity Council, Inc. (SMOC) 300 Howard Street Framingham, MA 01701  (508) 620-1230 - Framingham 1-800-286-6776 - Toll Free outside Framingham
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<b>17</b> North Shore Community Action Programs, Inc. (NSCAP) 98 Main Street Peabody, Ma 01960  (978) 531-0767, ext. 136 (978) 531-8810 - Information only	<b>24</b> City of Springfield, Office of Community Development 81 State Street Springfield, MA 01103  (413) 787-6500
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<b>18</b> People Acting in Community Endeavors, Inc. (PACE) 166 Williams Street New Bedford, MA 02740  (508) 999-9920	<b>25</b> South Shore Community Action Council, Inc. (SSCAC) 265 South Meadow Road Plymouth, MA 02360  (508) 747-7575 x210 - Plymouth (508) 778-0870 - Hyannis (Oct.-April) (508) 747-6707 - Information Only
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FA - Fuel Assistance

W - Weatherization

H - Heating System Services

	FA	W	H
Abington	21	21	21
Acton	23	23	23
Acushnet	18	7	7
Adams	3	3	3
Agawam	27	20	27
Alford	3	3	3
Amesbury	4	2	4
Amherst	9	9	9
Andover	10	10	10
Aquinnah	25	11	11
Arlington	8	14	14
Ashburnham	16b	15	15
Ashby	16b	15	15
Ashfield	9	9	9
Ashland	23	23	23
Attol	16b	15	15
Attleboro	21	21	21
Auburn	28	28	28
Avon	21	21	21
Ayer	16b	15	15
Barnstable	25	11	11
Barre	16b	15	15
Becket	3	3	3
Bedford	8	8	8
Belchertown	9	9	9
Bellingham	23	23	23
Belmont	8	14	14
Berkley	7	7	7
Berlin	16b	15	15
Bernardston	9	9	9
Beverly	17	17	17
BillERICA	8	8	8
Blackstone	23	23	23
Blandford	27	20	27
Bolton	16b	15	15
Boston	1	1	1
Bourne	25	11	11
Boxborough	23	23	23
Boxford	4	2	4
Boylston	28	28	28
Braintree	19	19	19
Brewster	25	11	11
Bridgewater	21	21	21
Brimfield	27	20	27
Brockton	21	21	21
Brookfield	28	28	28
Brookline	1	1	1
Buckland	9	9	9
Burlington	8	8	8
Cambridge	5	14	14
Cambridge	21	21	21
Carlisle	8	8	8
Carver	25	25	25
Charlemont	9	9	9
Charlton	28	28	28
Chatham	25	11	11
Chelmsford	8	8	8
Chelsea	6	6	6
Cheshire	3	3	3
Chester	27	20	27
Chesterfield	9	9	9
Chicopee	27	20	27
Chilmark	25	11	11
Clarksburg	3	3	3
Clinton	16b	15	15
Cohasset	25	25	25
Colrain	9	9	9
Concord	23	23	23
Conway	9	9	9
Cummington	9	9	9
Dalton	3	3	3
Danvers	17	17	17
Dartmouth	18	7	7
Dedham	21	21	21
Deerfield	9	9	9
Dennis	25	11	11
Dighton	7	7	7
Douglas	28	28	28
Dover	23	23	23
Dracut	8	8	8
Dudley	28	28	28

	FA	W	H
Dunstable	8	8	8
Duxbury	25	25	25
East Bridgewater	21	21	21
East Brookfield	28	28	28
E. Longmeadow	27	20	27
Eastham	25	11	11
Easthampton	9	9	9
Easton	21	21	21
Edgartown	25	11	11
Egremont	3	3	3
Erving	9	9	9
Essex	2	2	2
Everett	26	26	26
Fairhaven	18	7	7
Fall River	7	7	7
Falmouth	25	11	11
Fitchburg	16b	15	15
Florida	3	3	3
Foxborough	21	21	21
Frammingham	23	23	23
Franklin	21	21	21
Freetown	7	7	7
Gardner	16b	15	15
Georgetown	4	2	4
Gill	9	9	9
Gloucester	2	2	2
Goshen	9	9	9
Gosnold	25	11	11
Grafton	23	23	23
Granby	9	9	9
Granville	27	20	27
Gr. Barrington	3	3	3
Greenfield	9	9	9
Groton	8	8	8
Groveland	4	2	4
Hadley	9	9	9
Halifax	25	25	25
Hamilton	2	2	2
Hampden	27	20	27
Hancock	3	3	3
Hanover	25	25	25
Hanson	21	21	21
Hardwick	16b	15	15
Harvard	16b	15	15
Harwich	25	11	11
Hatfield	9	9	9
Haverhill	4	2	4
Hawley	9	9	9
Heath	9	9	9
Hingham	25	25	25
Hinsdale	3	3	3
Holbrook	21	21	21
Holden	28	28	28
Holland	27	20	27
Holliston	23	23	23
Holyoke	27	20	27
Hopedale	23	23	23
Hopkinton	23	23	23
Hubbardston	16b	15	15
Hudson	23	23	23
Hull	25	25	25
Huntington	9	9	9
Ipswich	2	2	2
Kingston	25	25	25
Lakeville	7	7	7
Lancaster	16b	15	15
Lanesborough	3	3	3
Lawrence	10	10	10
Lee	3	3	3
Leicester	28	28	28
Lenox	3	3	3
Leominster	16b	15	15
Leverett	9	9	9
Lexington	8	14	14
Leyden	9	9	9
Lincoln	23	23	23
Littleton	23	23	23
Longmeadow	27	20	27
Lowell	8	8	8
Ludlow	27	20	27
Lunenburg	16b	15	15

	FA	W	H
Lynn	13	13	13
Lynnfield	13	13	13
Malden	26	26	26
Manchester	2	2	2
Mansfield	21	21	21
Marblehead	17	17	17
Marion	18	7	7
Marlborough	23	23	23
Marshfield	25	25	25
Mashpee	25	11	11
Mattapoisett	18	7	7
Maynard	23	23	23
Medfield	23	23	23
Medford	26	26	26
Medway	23	23	23
Melrose	26	6	26
Mendon	23	23	23
Merrimac	4	2	4
Methuen	10	10	10
Middleborough	25	25	25
Middlefield	9	9	9
Middleton	17	17	17
Milford	23	23	23
Millbury	28	28	28
Millis	23	23	23
Milville	23	23	23
Milton	19	19	19
Monroe	9	9	9
Monson	27	20	27
Montague	9	9	9
Monterey	3	3	3
Montgomery	27	20	27
Mt. Washington	3	3	3
Nahant	13	13	13
Nantucket	25	11	11
Natick	23	23	23
Needham	21	21	21
New Ashford	3	3	3
New Bedford	18	7	7
New Braintree	16b	15	15
New Marlborough	3	3	3
New Salem	9	9	9
Newbury	4	2	4
Newburyport	4	2	4
Newton	1	1	1
Norfolk	21	21	21
North Adams	3	3	3
North Andover	10	10	10
North Attleboro	21	21	21
North Brookfield	28	28	28
North Reading	10	10	10
Northampton	9	9	9
Northborough	23	23	23
Northbridge	23	23	23
Northfield	9	9	9
Norton	21	21	21
Norwell	25	25	25
Norwood	21	21	21
Oak Bluffs	25	11	11
Oakham	28	28	28
Orange	9	9	9
Orleans	25	11	11
Otis	3	3	3
Oxford	28	28	28
Palmer	27	20	27
Paxton	28	28	28
Peabody	17	17	17
Pelham	9	9	9
Pembroke	25	25	25
Pepperell	8	8	8
Peru	3	3	3
Petersham	16b	15	15
Phillipston	16b	15	15
Pittsfield	3	3	3
Plainfield	9	9	9
Plainville	21	21	21
Plymouth	25	25	25
Plympton	25	25	25
Princeton	16b	15	15
Provincetown	25	11	11
Quincy	19	19	19

	FA	W	H	
h	21	21	21	W. Springfield
m	21	21	21	W. Stockbridge
	10	10	10	W. Tisbury
th	7	7	7	Westborough
	6	6	6	Westfield
nd	3	3	3	Westford
ar	18	7	7	Westhampton
rt	21	21	21	Westminster
	2	2	2	Weston
	9	9	9	Westport
	4	2	4	Westwood
on	16b	15	15	Weymouth
	27	20	27	Whately
	28	28	28	Whitman
	17	17	17	Wilbraham
y	4	2	4	Williamsburg
eld	3	3	3	Williamstown
h	25	11	11	Wilmington
	13	13	13	Winchendon
	3	3	3	Winchester
	25	25	25	Windsor
k	7	7	7	Winthrop
	21	21	21	Woburn
d	3	3	3	Worcester
ne	9	9	9	Worthington
n	23	23	23	Wrentham
	16b	15	15	Yarmouth
bury	23	23	23	
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rough	23	23	23	
ridge	28	28	28	
adley	9	9	9	
ampton	9	9	9	
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eld	16a	20	24	
	16b	15	15	
idge	3	3	3	
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	28	28	28	
y	23	23	23	
et	25	11	11	
	9	9	9	
n	2	2	2	
iston	28	28	28	
gewater	21	21	21	
ikfield	28	28	28	
bury	4	2	4	